

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:)
Lizhi Ma et al.) Group Art Unit: 2609
Serial No.: 10/799,712) Examiner: Khai N. NGUYEN
Filed: March 15, 2004) Confirmation No.: 8969
Docket No.: J47004.Y00280) Customer No.: 70813

For: SYSTEM AND METHOD OF INTELLIGENT CALL ROUTING FOR CROSS SELL
OFFER SELECTION BASED ON OPTIMIZATION PARAMETERS OR ACCOUNT-
LEVEL DATA

Mail Stop: **AMENDMENT**
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Non-final Office Action dated May 29, 2007, Applicant respectfully
submits the following amendments and remarks.

Amendments begin on page 2.

Remarks begin on page 16.